Online Lockbox
User Guide

1. Open an Internet Explorer browser
2. Navigate to Navigate to https://lockbox.bankmw.com/
3. Select "Client Login" and enter **Username** and **Password.** Click "Submit" and the Members Hub screen loads…

Client Access

User Name: [   ]

Password: [   ]

[Login]

The Members Hub Overview Screen - Contains the navigation menu, today's lockbox activities and the message queue. The below section describes each of these areas.

The Navigation Menu

- The navigation menu is located on the left side of the screen. All menu items (except Members Hub and Logout) have sub-menus which are described later in this document.
- If you navigate away from the Members Hub Overview screen, simply click the **Members Hub** from the navigation menu to return to the overview screen.
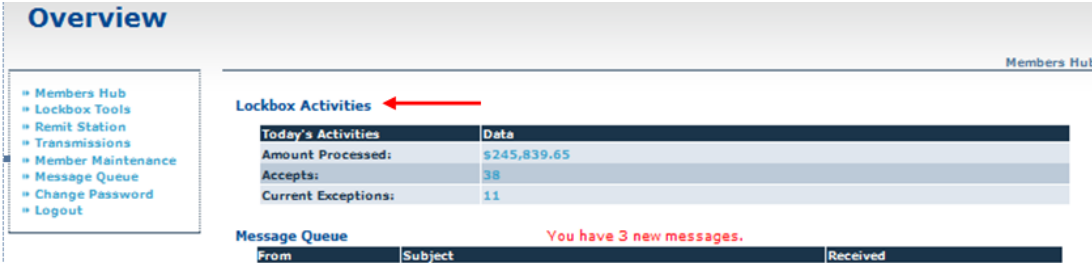- Click **Logout** from the navigation menu to end your session.

Overview

Members Hub

Lockbox Activities
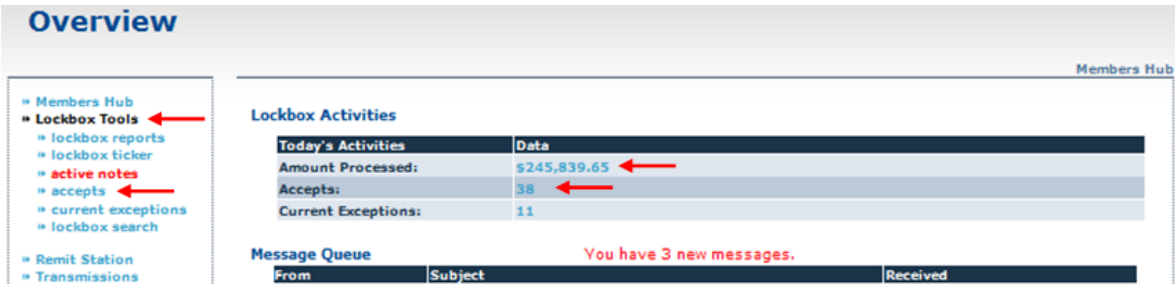
Today's Activities	Data
Amount Processed:	$245,839.65
Accepts:	38
Current Exceptions:	11

» Members Hub
» Lockbox Tools
» Remit Station
» Transmissions
» Member Maintenance
» Message Queue
» Change Password
» Logout

Message Queue   You have 3 new messages.

From	Subject	Received

The Lockbox Activities Section - Displays today's transaction totals. As each transaction batch is completed, data and images are posted for your review, and the totals within this section are updated.

- **Amount Processed** – Is the **total dollar amount of all accepted checks**. Click on the amount to view details about the accepted transactions. Viewing accepts is described later in this document.
- **Accepts** – Is the **total number of remit transactions processed today**. Click on the number to view details about the accepted transactions. Viewing accepts is described later in this document.

The Message Queue – Displays important messages pertaining to your lockbox. Click on the subject to read the message. The Message Queue is described later in this document.

Accepted Transactions - Describes how to view the detail surrounding accepted transactions.

1. Accepted transactions have been processed according to your specifications and will be deposited to the designated bank account. From the Members Hub Overview screen, perform one of the following:
    a. From the Lockbox Activities section, click on the **Amount Processed**.
    b. From the Lockbox Activities section, click on the **Number of Accepts**.
    c. From the left Navigation Menu, click **Lockbox Tools**. Then click **Accepts**.

2. From the Accepts screen, you can view summary information on the payments set for deposit, including:
    - Entity Name, Lockbox Number, Payor's Account ID
    - Voucher Amount, Check Amount, Payor's Bank Account Number, Route Transit Number
    - Due Date, Process Date
    - Check **DIN (RE: Glossary)** and Voucher DIN

    NOTE: A sort can be performed by clicking on any of the column headers.

3. Click 🔍 to view transaction detail including:
    a. Images of the front and back of the check –or – images of the front and back of the voucher.

b. The first time you click the magnifying glass, you may be prompted to install the Active X control. If you do not have administrative rights you will see little red x's wherever the images should be displayed.

4. From the Accepted Transaction Detail screen:
    a. You can display the check and voucher, front and back by choosing the corresponding radio buttons ⊙ .
        i. You have the option of viewing one image or two images at a time by choosing the corresponding radio buttons ⊙
    b. You can zoom in or zoom out on the image by clicking 🔍 or🔍. You can print the image by clicking 🖨 . You can access the previous or next transaction by clicking ◄ or ►

How to Perform a Lockbox Search - Search for transactions by using Lockbox Search. This section describes the steps to perform a lockbox search.
1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Search**.
2. From the **Lockbox Search** screen, complete <u>one or more</u> of the following and then Click **Submit**:

    a. From 'Type' drop down list choose **Accepts, Current Exceptions or Processed Exceptions** to narrow your search. **NOTE**: If you do not make a selection from 'Type', your search will include all transactions types.

    b. Enter a Lockbox Number.

    c. Enter a Payor's Account ID

    d. Enter a Voucher Amount

    e. Enter a DDA

    f. Enter a Due Date range, i.e., 5/15/07 to 5/16/07

    g. Enter a Check Din

    h. Enter a number of Results per Page. The default is 10 results displayed per page.

    i. From 'Entity' choose one of the listed entities. This will narrow down your search to that entity. **NOTE**: If you do not make a selection from 'Entity', your search will include all transactions from all Entities.

    j. Enter a Payor's Bank Account Number

    k. Enter a Check Amount Range, i.e., 500.00 to 600.00.

    l. Enter a Check Number

    m. Enter a Process Date range, i.e., 5/15/07 to 5/16/07

    n. Enter a Voucher Din

    o. Enter a number of Maximum Results. The default is 200 results.

STOP **NOTE**: If you complete more than one of the above, the Lockbox Search will display only those that match all the search criteria entered.
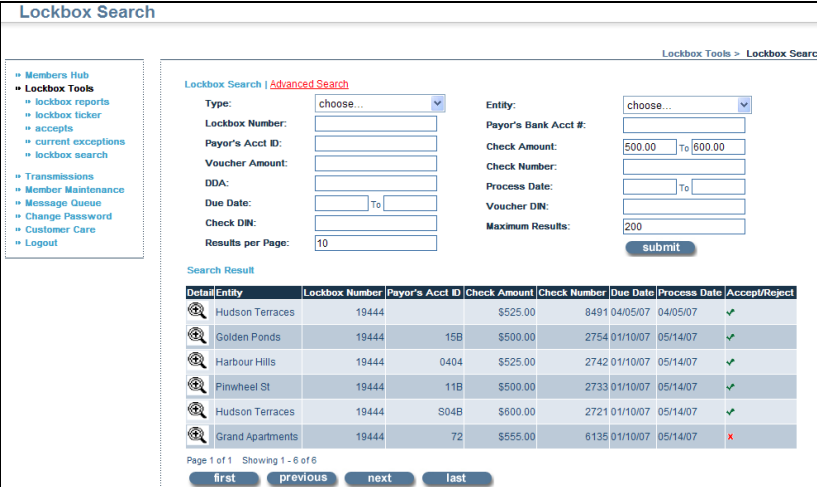
3. Your search results will display.

4. Click 🔍 to view the details of a transaction.

5. From the Search Results Detail screen you can view the following:
   a. Images of the front and back of the check.
   b. Images of the front and back of the voucher.
   c. Transaction status
   d. Payor's Account ID
   e. Voucher Amount
   f. DDA
   g. Due Date
   h. Check Amount
   i. Payor's Bank Account Number
   j. Route Transit
   k. Check Number
   l. Process Date
   m. Check DIN
   n. Voucher DIN
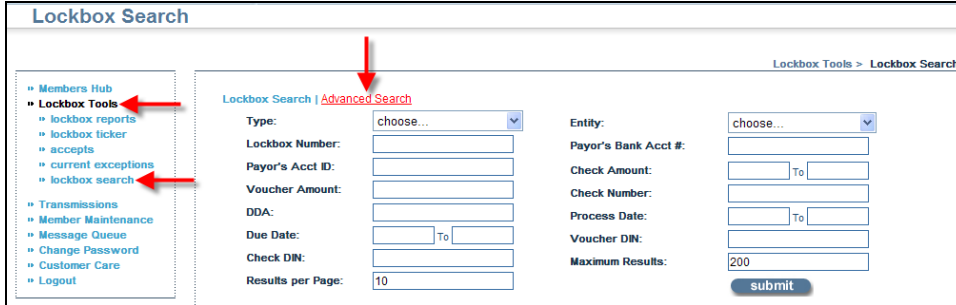   o. Lockbox
   p. Disposition Updated By
   q. Time Last Updated
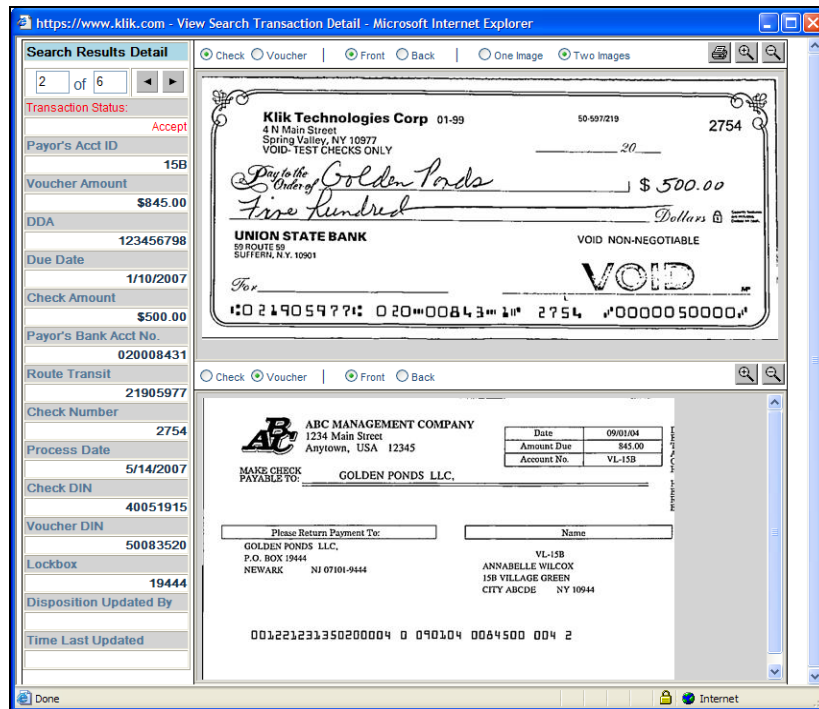
How to Perform an Advanced Lockbox Search - Advanced Lockbox Search allows the user to expand on the Lockbox Search capabilities. Some features of Advanced Lockbox Search are:

- The ability to <u>add logical operators</u> to a search, i.e., greater than, less than, equal to, starts with and contains.
- The ability to <u>save searches</u> and run them again at a later time.
- The ability to <u>schedule searches</u>.
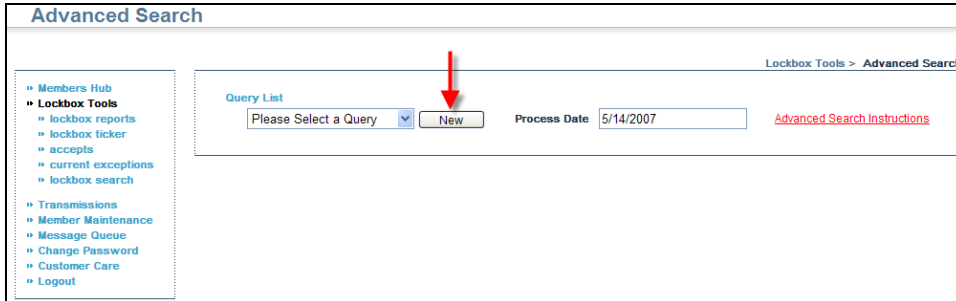
- The ability to notify the user via e-mail when results to a daily search are found.

How to Run a One Time Query
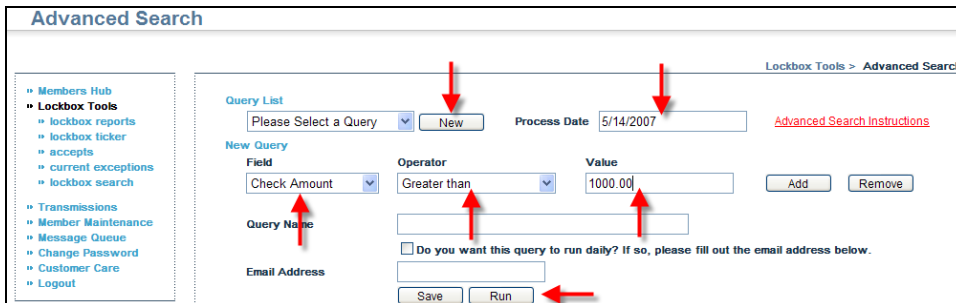
1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Search**. Then click **Advanced Search.**

2. From the Advanced Search screen, click **New.**
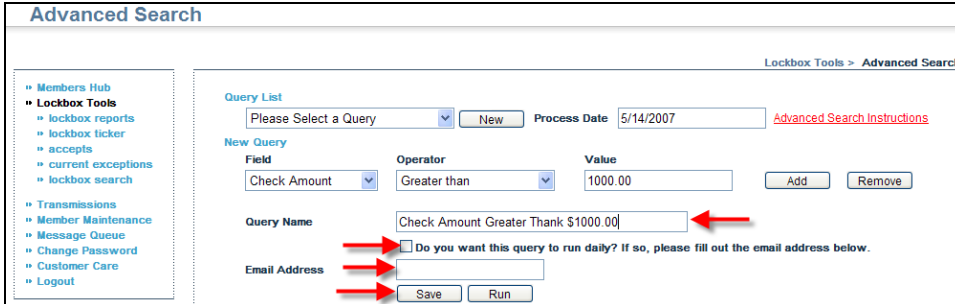
3. Process Date field, enter the process date for the transaction you wish to find, i.e., 5/14/07.
   a. If you leave the Process Date field blank, the results will include transactions processed on any date.
4. Field drop down list, choose the field you wish to search by, i.e., check amount.
5. Operator drop down list, choose the appropriate selection for your search, i.e., greater than.
6. Value field, enter the value of your search, i.e., 1000.00.
7. If you wish to add additional parameters to your search, click the **Add** button.
   a. To remove parameters, click the **Remove** button to the right of the parameter you wish to remove.
8. Click **Run**.

9. The results of your query will display.
10. Click 🔍 to view the details of a transaction.

How to Create a Query for Future Use

1. Repeat Steps 1-8 from the How to Run a One Time Query section above.
2. In the Query Name field, enter a name for your query.
3. For a query to run each evening, check the box and enter an e-mail address in the E-mail Address field.
    a. A notification will be sent to the e-mail address entered if one or more results are found.
    b. If you do not wish to run the query each evening, skip to Step 4.
4. Click **Save**.
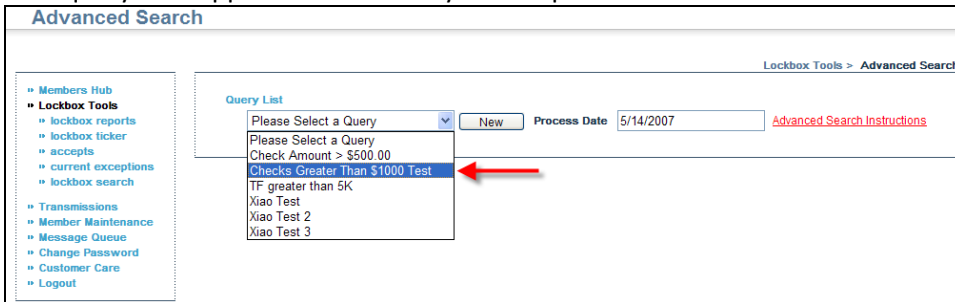
5. The saved query now appears on the Query List drop down.
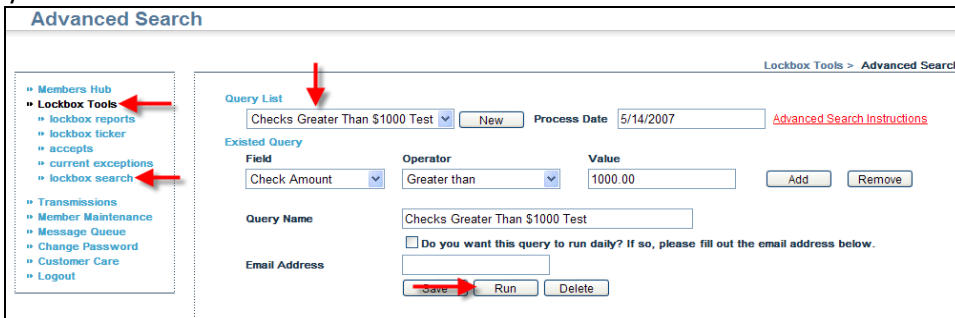
How to Run a Saved Query

1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Search**. Then click **Advanced Search**.
2. From the Query List drop down, choose the query you wish to run. Click **Run**. Query results will display.

3. Click 🔍 to view the details of a transaction.

How to Delete an Existing Query

1. Repeat Steps 1-3 from the How to Run a Saved Query section above. Click the **Delete** button.
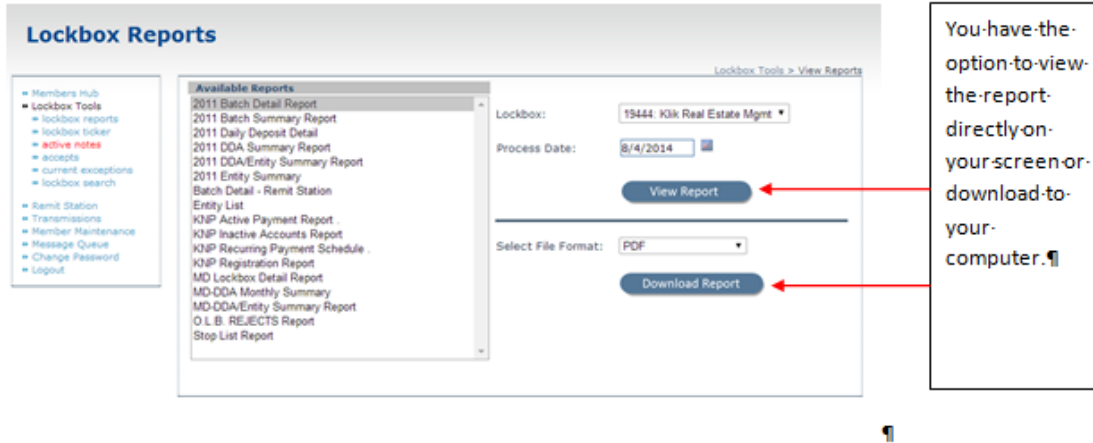
STOP **NOTE**: Advanced Search instructions can be accessed from Lockbox Tools. Click Lockbox Tools, Lockbox Search, Advanced Search, Advanced Search Instructions. Advanced Search Instructions will display.

Lockbox Reports - Users may view and print various standard reports that provide a detailed summary of processed remittances. The below section will describe how to view these reports.

1. From the left navigation menu, click Lockbox Tools. Then click Lockbox Reports.

2. When you select Lockbox Report the Report Viewer will launch.

You can download the reports in a variety of file formats.¶
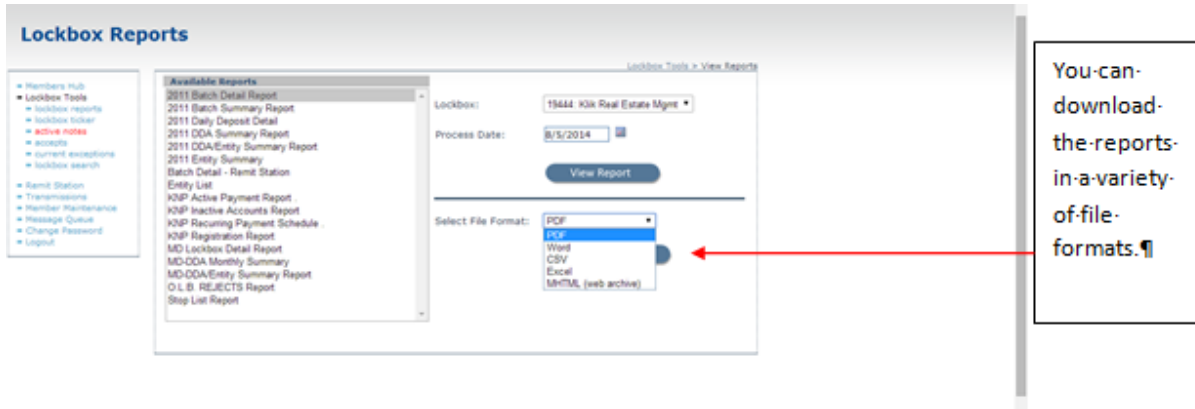
3. From the Lockbox Report Viewer screen:
    a. Choose a **Report Name.** Reports options will vary depending on products you subscribe to and any custom reports that may have been developed per your request.
    b. Choose the **Lockbox** you wish to query. Enter a **Report Date** and click **View Report**.
    c. The report will display in the Results tab.